1/6

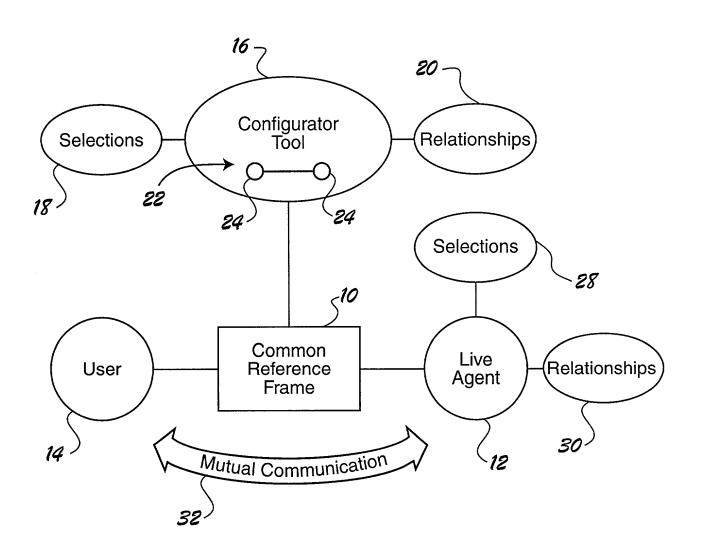
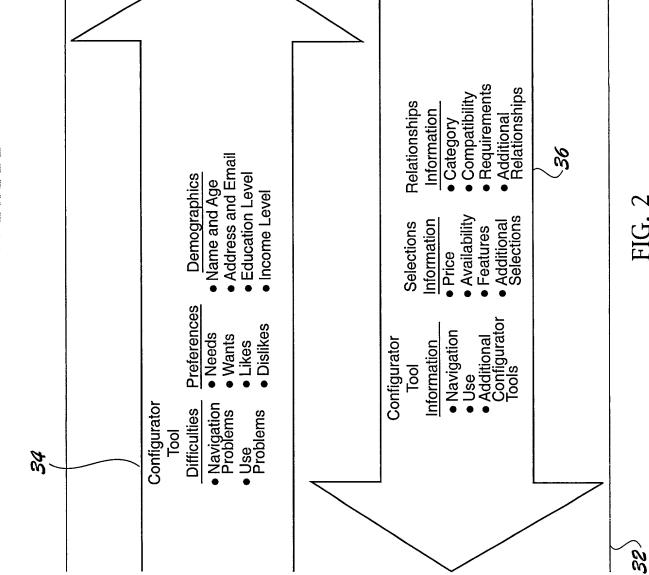
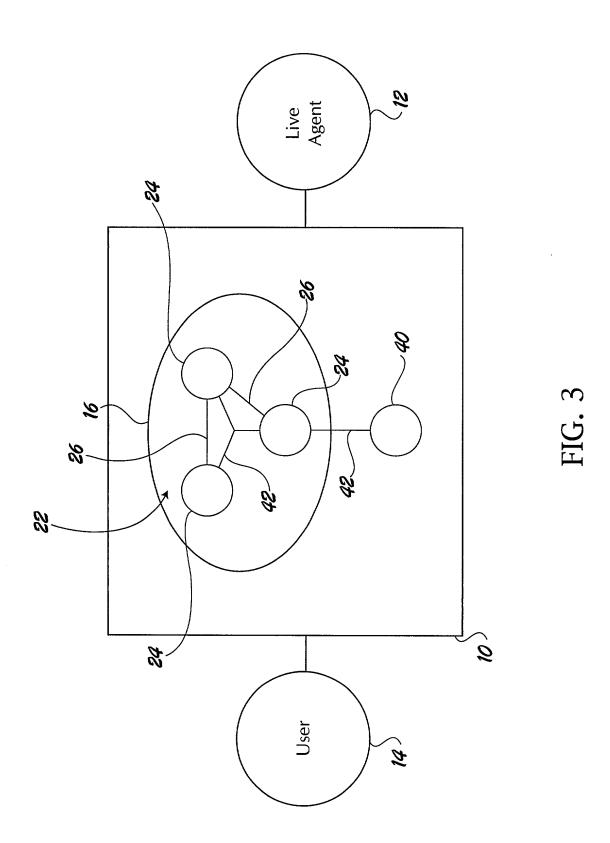


FIG. 1



Title: Internet-Based System Designer with Live Agent Assist Inventor Name: Peters, et al Attorney: Gregory A. Stobbs - Harness, Dickey & Pierce, PLC Attorney Dkt. No.: 3165-000121

3/6



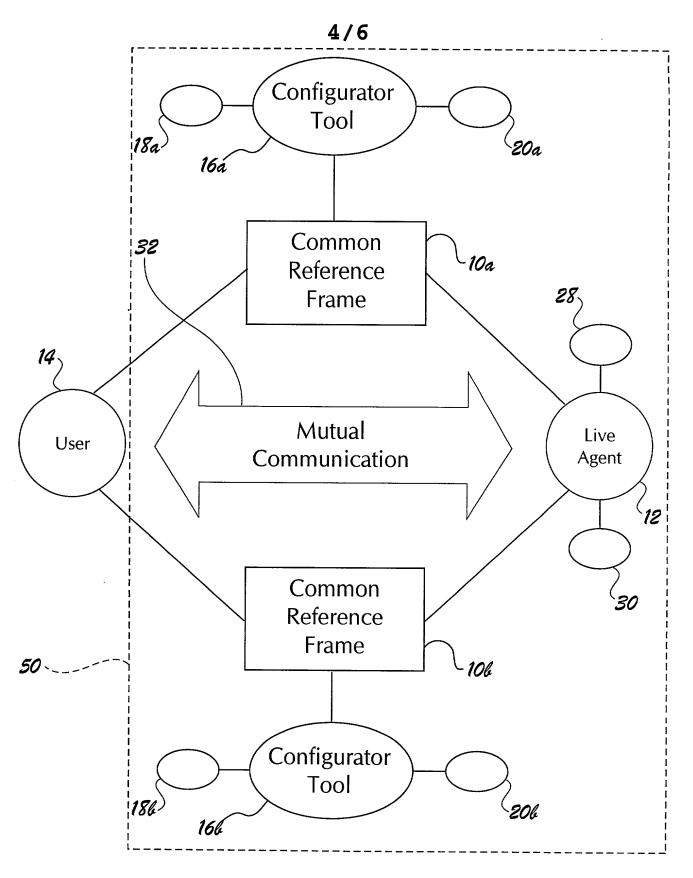


FIG. 4

5/6

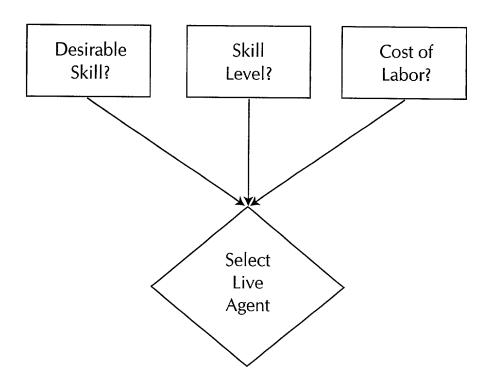


FIG. 5

6/6

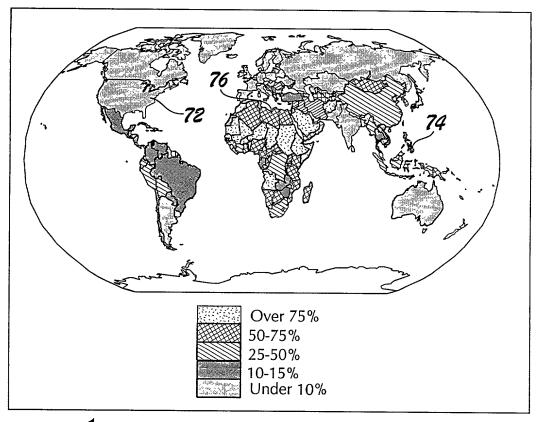


FIG. 6

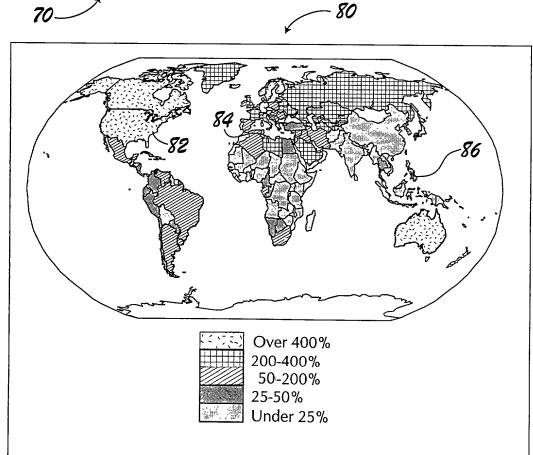


FIG. 7